



Lexington-Fayette UCG
Department of Public Safety
Division of Enhanced 9-1-1

2011 Monthly "911 Call" Ring Time Ranges

Primary PSAP (Police HQ)

2011

	911 Calls	0 to 10 sec	%	11 to 20 sec	%	21 to 30 sec	%	31 to 40 sec	%	41 to 50 sec	%	51 + (Max)	%
Jan	13,705	13,525	98.7%	164	1.2%	10	0.1%	6	0.0%	0	0.0%	0	0.0%
Feb	12,456	12,313	98.9%	133	1.1%	7	0.1%	3	0.0%	0	0.0%	0	0.0%
Mar	15,219	15,007	98.6%	198	1.3%	7	0.0%	6	0.0%	1	0.0%	0	0.0%
Apr	16,139	15,911	98.6%	221	1.4%	4	0.0%	3	0.0%	0	0.0%	0	0.0%
May	16,350	16,119	98.6%	219	1.3%	6	0.0%	6	0.0%	0	0.0%	0	0.0%
Jun	15,840	15,590	98.4%	243	1.5%	4	0.0%	3	0.0%	0	0.0%	0	0.0%
Jul	18,501	18,206	98.4%	283	1.5%	8	0.0%	4	0.0%	0	0.0%	0	0.0%
Aug	17,230	17,009	98.7%	207	1.2%	9	0.1%	5	0.0%	0	0.0%	0	0.0%
Sep	16,082	15,776	98.1%	289	1.8%	15	0.1%	2	0.0%	0	0.0%	0	0.0%
Oct	16,609	16,294	98.1%	303	1.8%	5	0.0%	7	0.0%	0	0.0%	0	0.0%
Nov	16,155	15,902	98.4%	239	1.5%	9	0.1%	5	0.0%	0	0.0%	0	0.0%
Dec	15,963	15,706	98.4%	241	1.5%	6	0.0%	10	0.1%	0	0.0%	0	0.0%

Secondary PSAP (Fire HQ)

2011

	911 Calls	0 to 10 sec	%	11 to 20 sec	%	21 to 30 sec	%	31 to 40 sec	%	41 to 50 sec	%	51 + (Max)	%
Jan	2,401	2,306	96.0%	90	3.7%	3	0.1%	2	0.1%	0	0.0%	0	0.0%
Feb	2,118	2,033	96.0%	75	3.5%	6	0.3%	4	0.2%	0	0.0%	0	0.0%
Mar	2,420	2,259	93.3%	152	6.3%	8	0.3%	1	0.0%	0	0.0%	0	0.0%
Apr	2,593	2,493	96.1%	88	3.4%	9	0.3%	3	0.1%	0	0.0%	0	0.0%
May	2,657	2,516	94.7%	126	4.7%	12	0.5%	3	0.1%	0	0.0%	0	0.0%
Jun	2,361	2,222	94.1%	125	5.3%	10	0.4%	4	0.2%	0	0.0%	0	0.0%
Jul	2,880	2,718	94.4%	145	5.0%	11	0.4%	6	0.2%	0	0.0%	0	0.0%
Aug	2,674	2,538	94.9%	110	4.1%	13	0.5%	11	0.4%	1	0.0%	1	0.0%
Sep	2,406	2,345	97.5%	57	2.4%	2	0.1%	2	0.1%	0	0.0%	0	0.0%
Oct	2,696	2,619	97.1%	71	2.6%	6	0.2%	0	0.0%	0	0.0%	0	0.0%
Nov	2,523	2,443	96.8%	68	2.7%	10	0.4%	1	0.0%	1	0.0%	0	0.0%
Dec	2,686	2,597	96.7%	79	2.9%	9	0.3%	0	0.0%	1	0.0%	0	0.0%

NFPA 1221 Standards: 95% of emergency calls shall be answered within 15 seconds, and 99% within 40 seconds.

APCO/NENA Standards: 90% of emergency calls shall be answered within 10 seconds during the busy hour, 95% of all calls should be answered within 20 seconds.